

GECPS Frequently Asked Questions

1. How do I get registered for GECPS?

Go to the GECPS page on DDS's website: <https://online.dds.ga.gov/gecps/>. Click on "Create Court Contact Information". Pertinent information is entered and a user id and password are created by the court, giving access to update contact information at the court's convenience. Please note if the e-mail address is changed using the website, it will NOT change where GECPS e-mail notifications are sent. Please make the change with the court's software vendor.

After adding contact information, the registrant backs out one screen and clicks on "GECPS Registration", logs in using the user id and password created and completes the blank fields.

2. Who do I list as my primary technical contact?

List the person, unit, or vendor that will be handling the new programming for GECPS. If a list of known vendors that support the software is needed, please request this by e-mailing GECPS@dds.ga.gov.

3. I have already registered for GECPS online, but have not received my username and password. What do I need to do?

E-mail gecps@dds.ga.gov with the court name and NCIC, requesting the username and password.

4. I have forgotten my password. How do I request this?

E-mail gecps@dds.ga.gov, with the court name, contact person, and telephone number requesting the password. If not available, the password will need to be reset. Someone will call the court back with this password. Passwords cannot be distributed via e-mail for security reasons.

5. How do I get my user id and password to update the court contact information?

The user id and password used to update the court's contact information is different from the login information given to the court to transmit traffic violations. At the bottom of the page, enter the NCIC#, including "GA" in the text box under "username and password unknown". Next click submit and the login information will be e-mailed to the address that was provided when the information was first created. If that has changed, call or e-mail the GECPS Support Tech with the updated information. DDS can only update the e-mail address. All other information is updated by the court.

6. I cannot connect to the SFTP server. What should I do?

Close the current connection completely, wait a few minutes and then try to log in again. If the problem persists, please contact your vendor and lastly DDS.

7. My court is currently in production mode, but the citations are not showing on the driver's history. What is happening?

Make sure the e-mail notifications for batches transmitted are showing "PRODUCTION" for Process Mode. If not, those batches will need to be retransmitted to process overnight in order to go on the driver's history.

8. I cannot locate my error files. Where are they?

Check to see if the email notifications were received to verify the batch was successful and processed. If received, please check the output folder. If the errors still cannot be located, please contact the software vendor.

9. I do not have an address to transmit with my citation. What will I need to do?

If the citation is for a Georgia driver, transmit without the address. If the driver has had previous citations, then the system will use the address on the system. If there is not an address on the system, the record will go back to the court in error. We need an address or it will not go onto the driver history.

10. What are Held Records?

They are records in error that DDS does not send back to the court because they would not be able to resolve the problem. For the moment, this is the only way to match driver histories, when multiple drivers are found on our database corresponding with two out of the three fields that we use to look up drivers (license#, name, DOB). When this happens, the citation is kept on the citation error table and DDS has to figure out, which driver the ticket belongs to. Often the multiple driver rows are the same driver so they combine the history into one driver.

11. Can DDS reproduce and email all of my court error files since going into production?

No. Requests of that nature need to go through their vendor.

12. If the FTA was mailed in, can I submit the Withdrawal electronically?

No, the FTA and Withdrawal will need to be transmitted the same way.

13. Why did I get the error 2227 on a withdrawal transmitted, when the original FTA was sent electronically?

Ask the clerk for the original FTA citation number and then ask for the withdrawal's citation number. If they do not match then the withdrawal will need to be transmitted again using the original FTA number. A FTA and the FTA Withdrawal must be identical. The transaction code will distinguish what action will need to occur with the record transmitted.

Never submit a withdrawal for the FTA the same day. The FTA must be processed first in order for the Withdrawal to be located and removed from the driver's history. The court must wait at least 1 day prior to transmitting the FTA Withdrawal if no errors were generated for the FTA.

**14. I do not have the driver's license information, what do I do?"
(Common 2002 Error is when the Driver's license number and DL State Code fields are both blank.)**

Never leave the DL State Code and DL# fields blank together. Provide the same state code placed in the address state field and leave the DL# field blank. The system will be able to match a number based on the address, DOB, and DL State code provided. The address state code and DL State code must match.

15. What does 2043 mean with speeding citations?

If the speeding citation is for an In-State Non-CDL 14 and below the speed limit, it is not a requirement to be reported to DDS.

16. How long will we need to test before going into production?

Testing should only last a 2 week period if there are no software or programming problems. Please refer to Section 6.2 of this guide to review the complete process

17. I cannot identify the errors for error code 2059. What should I do?

Please contact GECPS support so that we can verify your county court setup through our Court Common Agency Table

18. How long should I retain the disposition/conviction hard copies?

Misdemeanor cases from Traffic Court should be held for a period of 6 years (Reference O.C.G.A. Title 40, Chapter 5, 6, 8, and 9).

19. What documents will I need to mail to DDS?

Please refer to the GECPS Implementation Guide at <https://online.dds.ga.gov/gecps/guide.aspx>

20. When I need clarification on citation procedures or if I have questions on how to report a conviction, where would I find that information?

The information you need is located in the Traffic Court Reference Manual. Please go to <http://www.dds.ga.gov/business/index.aspx> and click on the Traffic Court Reference Manual link to download and print the manual.

21. Who do I contract when I have questions during the testing phase?

Please email GECPS support at gecps_testing@dds.ga.gov or call (678) 413-8434.

22. After we have been approved for production, who do I contract with questions about my errors?

Please email GECPS support at gecps@dds.ga.gov. Include on this support line the error code you have questions about. You may call (678) 413-8847 or (678) 413-8846 to talk with someone in support.